**Anti-social Behaviour – Incident Diary Sheets Guidance Notes**

**How to keep an incident diary**

Most cases of anti-social behaviour and disputes can be resolved without the need to take serious action. However, where behaviours are serious and the situation is deemed bad enough, Medway Council’s Tenancy Team will use its legal powers to stop the behaviour. This may include eviction proceedings against the culprit in the most serious circumstances. To take legal action we require evidence. This includes carefully written-down descriptions of any incidents.

We request you use the incident diary sheets for as long as the Housing Officer advises you to. We understand it can appear that there is not much happening, but it takes time to build enough evidence to allow further action.

**Please follow these instructions when writing your incident diary.**

* The incident log is your own personal record of what you see or hear. You must only write down things you have personally witnessed. If someone else in your household or a visitor has witnessed something (including your partner) then they will need to write their own incident diary, this is the case even if you have both/all witnessed the same event.
* You will need to log each incident separately. If there is more than one incident in a day, start a new log for each one. Remember to ensure you sign and date the bottom of each page.
* Fill in your diary entry as soon as possible after the incident. This ensures it is still fresh in your mind and will help capture the details.
* It is important to be as specific as possible with accurate information. Do not exaggerate or overstate the facts or the effects of the nuisance. For example, if the issue is loud music, give an indication of how loud it is, such as if you can no longer hear your own tv.
* Be clear on how the nuisance was affecting your use or enjoyment of your home.

It is important to provide as many details as you can when you are recording incidents. You should include:

* Date, Time, Location
* How long the incident lasted
* Who was involved and who is causing the issue
* Any actions that were taken
* The exact words used (include swear words if used)
* Details such as car registrations/descriptions
* Any retaliations made
* The effect it had on you
* Any details of police involvement and any actions they took. Try to note down the officer’s name or numbers and any reference numbers you may have been issued.

**To return your completed diary sheets:**

Visit: [www.medway.gov.uk/HousingASB](http://www.medway.gov.uk/housingasb) Report anti-social behaviour online and attach your diary sheets

Post to: Tenancy Services Team, Medway Council, Gun Wharf, Dock Road, Chatham, ME4 4TR